

GOVERNMENT OF TELANGANA
ABSTRACT

ITE&C Department – T-App Folio – Comprehensive Mobile Service - User charges for services in T-App- Guidelines for implementation– Orders - Issued.

INFORMATION TECHNOLOGY ELECTRONICS & COMMUNICATIONS (e-Governance)
DEPARTMENT

G.O.Ms.No. 3

Dated: 03-03-2018.

Read:-

No.1954/ESD/T-APP User Charges/2017, dated: 3.3.2018 from the
Commissioner, ESD (Mee Seva), Hyderabad.

ORDER:

Government of Telangana has undertaken several e-Governance initiatives to provide services to citizens in a reliable and efficient manner. MeeSeva is one of the flagship e-Governance initiatives of Government of Telangana which enables easier, faster, transparent and secured delivery of citizen services.

Aligned with objectives set out in ICT Policy of Telangana state, Government of Telangana is launching "T-App Folio" which is a comprehensive m-Governance solution to enable any mode, anytime, anywhere delivery of citizen services."T-App Folio" would provide access to 150 + G2C, B2C & Value Added Services (VAS) services (in first phase) through one access point: One URL, One App and One Short Code through Web, App, SMS, IVR, and USSD channels. The primary objectives of T-App Folio are:

- Creation of a platform encompassing additional and alternative channels to the existing ESD (MeeSeva) service delivery system for citizens of Telangana State, enabling anywhere, anytime, any mode service delivery by the Government.
- Provision of a complete Mobile Service Delivery Gateway (MSDG) infrastructure which can be used by any Government Department for delivery of citizen services, making it both economical and time efficient to Departments.
- Facilitate Single Sign On (SSO) through "T-App Folio" for all existing mobile applications/online portals of Government Departments for citizen service delivery.

Electronic Service Delivery (ESD) is the first user Department to get on board with T-App Folio with about 150+ services including frequently used MeeSeva services, RTA services and bill/fee payment services. In addition, several informational services, location services like MeeSeva centers, Ration shops, Hy-Fi hotspots etc, have also been made a part of T-App Folio. All departments are encouraged to utilize T-App Folio for providing citizen services.

Key features of T-App Folio are:

- All Government departments can leverage "T-App Folio" infrastructure for consistent and high-quality service delivery to citizens on mobile phones in an efficient and cost-effective manner.
- The platform is being launched in Telugu and English for convenience of citizens.
- "T-App Folio" supports all channels over phone such as App, Web, SMS, IVR and USSD.
- In subsequent phases of T-App Folio, participation from private developers would be encouraged to bring innovation in delivery of government services.

In the reference read above, the Commissioner, ESD (MeeSeva), Hyderabad, based on the evaluation of various parameters, has requested the Government to consider the following user charges for services provided through T-App Folio and issue necessary guidelines in this regard.

User charges for services in T-App

Category	Count of Services	User Charge
Type I: eSeva RTA services (citizen pays user charges) Category-A	77	Rs. 35
Type II: eSeva RTA services (citizen pays user charges) Category-B		Rs. 45
Type III: eSeva services (department pays user charges)		<i>Note 1</i>
Type IV: MeeSeva Category-A services	27	Rs. 35
Type V: MeeSeva Category-B services		Rs. 45
Type VI: MeeSeva GHMC services		Rs. 30
Type VII: Informational services	18	Rs 0
Type VIII: Value added services	33	Rs 0
Type IX: 3 rd party non-commercial services	2	<i>Note 1</i>
<i>Note 1: As per the agreement between ESD and respective departments.</i>		

After careful examination, Government hereby considered the user charges proposed by the Commissioner, E.S.D., (MeeSeva) and issues the following guidelines for implementation of T-App Folio:-

1. Government departments should not seek hard copy versions of application form and supporting documents for processing citizen applications received through T-App Folio.
2. All departments are encouraged to make full use of comprehensive MSDG i.e. infrastructure created as part of T-App Folio, to provide their services to citizen instead of developing their own separate mobile applications.
3. All departments shall accept/recognize receipts generated through T-App Folio or soft copy receipts that citizens may show on their digital devices for a relevant purpose including proof of payment, proof of application submission, verification, etc. The department can verify the application on a real time basis through multiple modes.
4. It is recommended that all existing mobile apps of various departments be integrated with T-App Folio for a seamless navigation across various mobile applications. All departments should look to facilitate access to their existing mobile apps to citizens who have registered with T-App Folio. In this regard, the facility of SSO offered by "T-App Folio" may be used.
5. The Franchisee shall be paid Rs 15 per certificate (including GST) printed on secured stationery relating to the request from T-App Folio by the SCAs. All franchisees are hereby directed to not seek any additional printing charges from citizens for printing the certificate on the secured stationery that have been approved through the T-App Folio. In case any additional pages apart from one secured stationery need to be printed, the franchisee may collect Rs. 2 per page from the user.
6. SCAs will have no share in this. SCAs are directed to pass on this entire "Printing Charges" component to franchisees without any deduction of SCA share.

The Commissioner, ESD (MeeSeva) shall notify the detailed list of services integrated with T-App Folio and break-up of User charges across various activities.

All the Departments of Secretariat are hereby requested to follow the above guidelines/directions while implementing the notified User charges for the services offered through T-App Folio.

These orders shall come into force with immediate effect. A copy of this order is available on internet and can be accessed at address "goir.telangana.gov.in"

(BY ORDER AND IN THE NAME OF THE GOVERNOR OF TELANGANA)

**JAYESH RANJAN
PRINCIPAL SECRETARY TO GOVERNMENT**

To

The Commissioner, ESD (Mee Seva), Hyderabad
All the Departments of Secretariat.
All the HoDs/Corporations of all Departments through the Department concerned.
All the District Collectors in the Telangana State.

Copy to:

P.S. to Hon'ble Minister for IT, Government of Telangana.
PS to Chief Secretary to Government, Government of Telangana.
PA to Principal Secretary to Government, ITE&C Department.
All Wings of ITE&C Department.
All the concerned.
SC/SF

//FORWARDED :: BY ORDER//

SECTION OFFICER